

EMERGENCY OPERATIONS CENTER MANAGEMENT SUPPORT TEAM

DESCRIPTION	The Emergency Operations Center (EOC) Management Support Team (MST) supports the Authority Having Jurisdiction (AHJ) and the Incident Commander (IC) with key functions relating to EOC management, including subject-matter expertise and technical support
RESOURCE CATEGORY	Emergency Operations Center (EOC)
RESOURCE KIND	Team
OVERALL FUNCTION	<p>The EOC MST supports the AHJ to:</p> <ol style="list-style-type: none"> 1. Set functional objectives to meet IC and Multiagency Coordination (MAC) Group priorities 2. Integrate stakeholders into EOC operations 3. Work with senior officials to facilitate the development of policy direction for incident support 4. Ensure timely, accurate, and accessible information dissemination to internal and external stakeholders 5. Establish an operational tempo in support of the IC 6. Facilitate routine and ongoing coordination with both public and private sector entities 7. Provide a range of current and future planning services 8. Coordinate resource management 9. Coordinate incident related projects, cascading needs, or other consequences that may fall outside of Area Command, Incident Command, Unified Command, or Department Operation Center authorities, responsibilities, objectives, or capabilities 10. Transition operations into short-term or long-term recovery through the effective transition of EOC responsibilities, functions, and projects to Incident Command, Unified Command, or the AHJ
COMPOSITION AND ORDERING SPECIFICATIONS	<ol style="list-style-type: none"> 1. Discuss logistics for deploying this team, such as working conditions, length of deployment, security, lodging, transportation, and meals, prior to deployment 2. The requestor should specify if the personnel should have training and experience with specific software applications, hardware, and equipment 3. Requestor and provider should discuss the complexities of the incident to identify the necessary team member and their qualifications 4. Requestor should specify if the team should deploy with the identified equipment below 5. Requestor should specify what authorities the team will be delegated upon arrival

Each type of resource builds on the qualifications of the type below it. For example, Type 1 qualifications include the qualifications in Type 2, plus an increase in capability. Type 1 is the highest qualification level.

Resource Typing Definition for Operational Communications Emergency Operations Center (EOC)

COMPONENT	TYPE 1	TYPE 2	TYPE 3	NOTES
MINIMUM PERSONNEL PER TEAM	<p>All Type 1 personnel are required to meet, at a minimum, Codes I and J in all applicable EOC Skillset task reviews as applicable to the affiliated EOC position(s) and structure being requested to be filled</p> <p>Minimum Personnel Per Team for organization structure:</p> <p>Incident Support Model (ISM): 5</p> <p>OR</p> <p>Incident Command System (ICS) 5</p> <p>OR</p> <p>Departmental/Emergency Support Function (ESF) Structure 5</p>	<p>All Type 2 personnel are required to meet, at a minimum, Codes E, F, I, and J in all applicable EOC Skillset task reviews as applicable to the affiliated EOC position(s) and structure being requested to be filled</p> <p>Minimum Personnel Per Team for organization structure:</p> <p>ISM: 5</p> <p>OR</p> <p>ICS 5</p> <p>OR</p> <p>Departmental/ESF Structure 5</p>	<p>All Type 3 personnel are required to meet, at a minimum, Codes F, I, and T in all applicable EOC Skillset task reviews as applicable to the affiliated EOC position(s) and structure being requested to be filled</p> <p>Minimum Personnel Per Team for organization structure:</p> <p>ISM: 5</p> <p>OR</p> <p>ICS 5</p> <p>OR</p> <p>Departmental/ESF Structure 5</p>	<p>The AHJ may refer to the EOC Skillset Codes when specifying a required level of experience as part of a request:</p> <ul style="list-style-type: none"> • Code C: Task performed in training or classroom setting, including seminars and workshops • Code E: Task performed during a full-scale exercise with equipment • Code F: Task performed during a functional exercise • Code I: Task performed during a real-world incident or event • Code J: Task performed as part of day-to-day job duties • Code T: Task performed during a tabletop exercise
MANAGEMENT AND OVERSIGHT PERSONNEL PER TEAM	Same As Type 2	Same As Type 3	<p>Management and Oversight Personnel Per Team for organization structure:</p> <p>ISM 1 - EOC Director</p> <p>OR</p> <p>ICS 1 - EOC Director</p> <p>OR</p> <p>Departmental /ESF Model 1 - Emergency Manager</p>	<ol style="list-style-type: none"> 1. The EOC MST can be deployed without the EOC Director position if augmenting an existing EOC Leadership structure 2. EOC Director refers to the individual who leads the EOC MST when it is activated. This position may use another title, including EOC Manager and EOC Coordinator, depending on the plans and procedures of the AHJ

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SUPPORT PERSONNEL PER TEAM	Same As Type 2	Same As Type 3	Support Personnel Per Team for organization structure: ISM 1. 1 - Situational Awareness Section Coordinator 2. 1 - Planning Support Section Coordinator 3. 1 - Resource Support Section Coordinator 4. 1 - Center Support Section Coordinator 5. 1 - Public Information Officer OR ICS 1. 1 - Operations Section Coordinator 2. 1 - Planning Section Coordinator 3. 1 - Logistics Section Coordinator 4. 1 - Finance/Administration Section Coordinator 5. 1 - Public Information Officer OR Departmental/ESF Structure 1. Department of Natural Resources 2. Department of Health and Human Services 3. Department of Public Works 4. Department of Public Safety 5. Department of Administration	1. Departments may be added or removed from the EOC MST Departmental/ESF Structure based on incident-specific requirements 2. The AHJ may request and/or authorize personnel with different levels of experience or types to create a blended EOC MST based on incident-specific requirements or staffing needs
DEPLOYMENT	Personnel are expected to support 14-day assignments with 24-hours staffing from a deployed cache	Personnel are expected to support 7-day assignments with up to 24-hours staffing in an established EOC facility or a deployed cache	Personnel are expected to support 3-day assignments with 12-hour staffing in a dedicated EOC facility	Not Specified
EQUIPMENT	Same As Type 2	Same as Type 3, PLUS: 1. 1 - Printer 2. Office supplies	5 - Laptop computers	1. The Type 2 EOC MST is required to provide enough equipment to support each team member unless the equipment is provided by the requestor 2. Type 1 EOC MST is required to provide enough equipment to support each team member and other partners at the EOC unless the equipment is provided by the requestor 3. The EOC MST may be required to obtain any additional equipment based on incident-specific conditions

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PERSONAL PROTECTIVE EQUIPMENT (PPE) PER TEAM MEMBER	Same As Type 2	Same As Type 3	Not Applicable	Additional PPE may be required based on the facility the EOC MST deployed to and other incident-specific conditions
COMMUNICATIONS EQUIPMENT PER TEAM	Same as Type 2, PLUS: 1. 1 - Satellite phone 2. 1 - Mobile internet cradle capable of supporting multiple connections or alternate capability of each team member to access the internet, such as individual cell phone hot spots	Same as Type 3, PLUS: 1 - MiFi capable of supporting five connections	5 - Cell phones	1. The Type 2 EOC MST is required to provide enough communications equipment to support each team member unless the equipment is provided by the requestor 2. Type 1 EOC MST is required to provide enough communications equipment to support each team member and other partners at the EOC unless the equipment is provided by the requestor 3. The EOC MST may be required to obtain any additional communications equipment based on incident-specific conditions

NOTES

1. Incident Management Teams (IMT) have been deployed to fulfill EOC MST roles. However, this request should not be made if there are options available to deploy an EOC MST.
2. Nationally typed resources represent the minimum criteria for the associated component and capability.

REFERENCES

1. FEMA, National Incident Management System (NIMS), October 2017
2. FEMA, NIMS Guideline for the National Qualification System, November 2017
3. FEMA, National Response Framework, June 2019
4. FEMA, National Preparedness Goal, September 2015
5. NIMS How-To Quick Reference Guide, August 2021
6. NIMS Emergency Operations Center Skillsets User Guide, September 2018